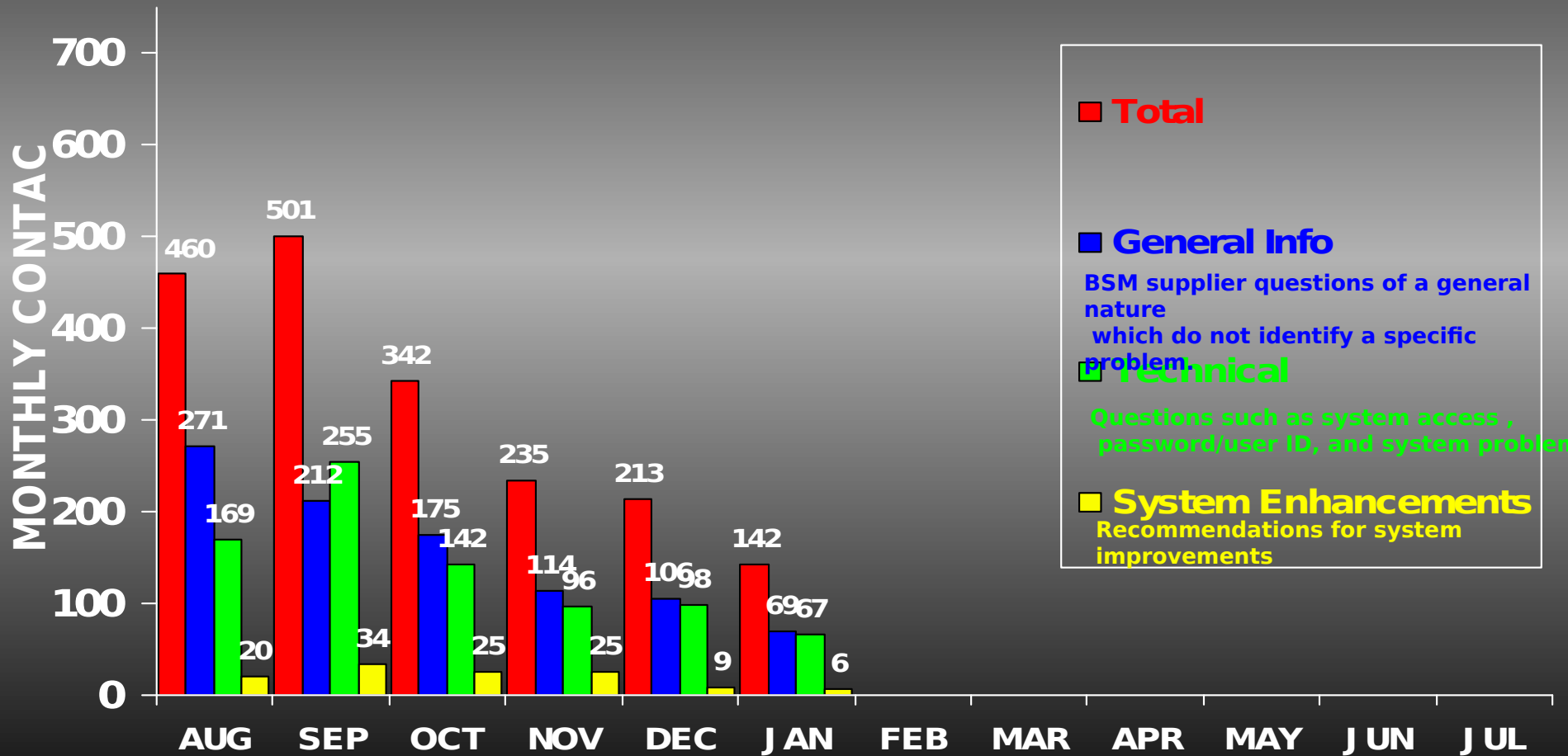




SRweb RELATED CONTACTS

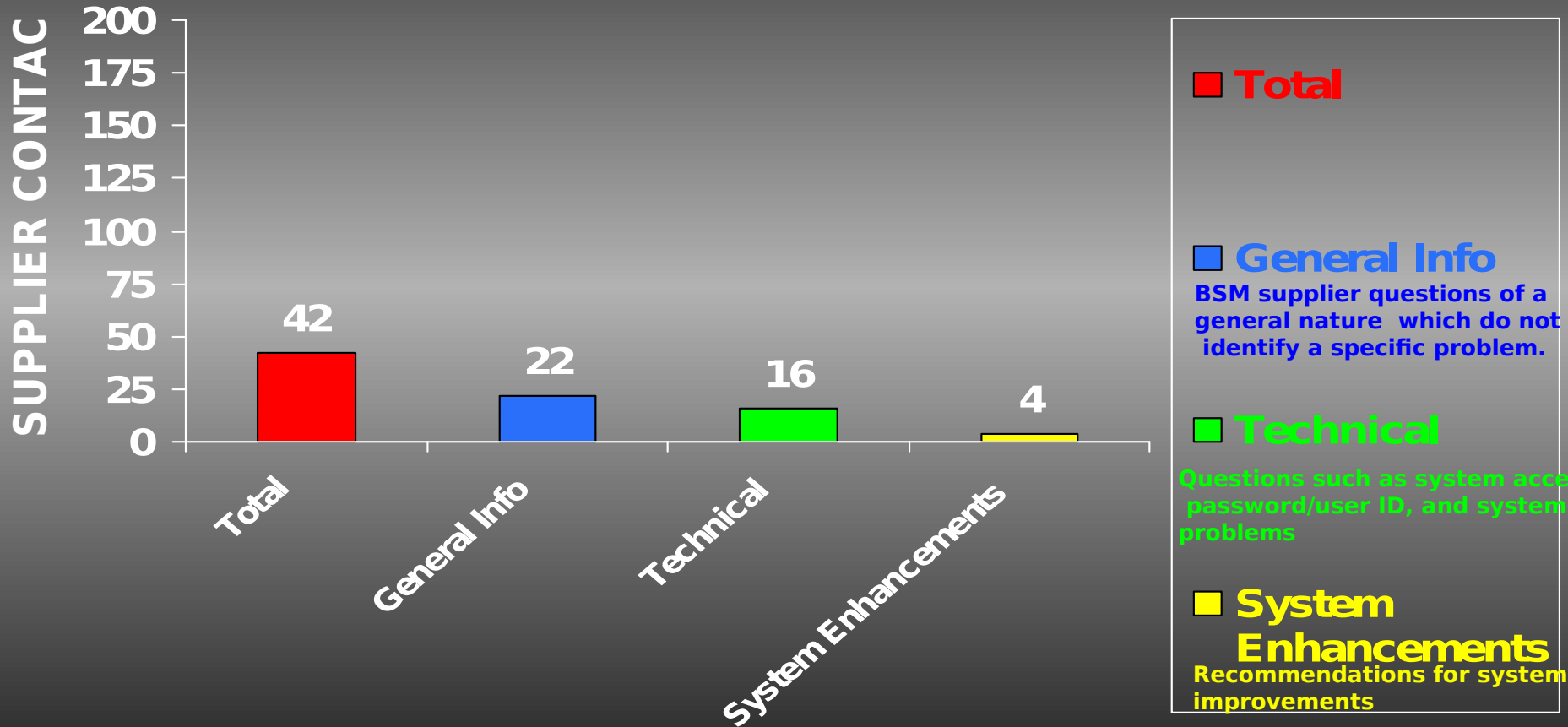
As of 23 JAN





SRweb RELATED CONTACTS

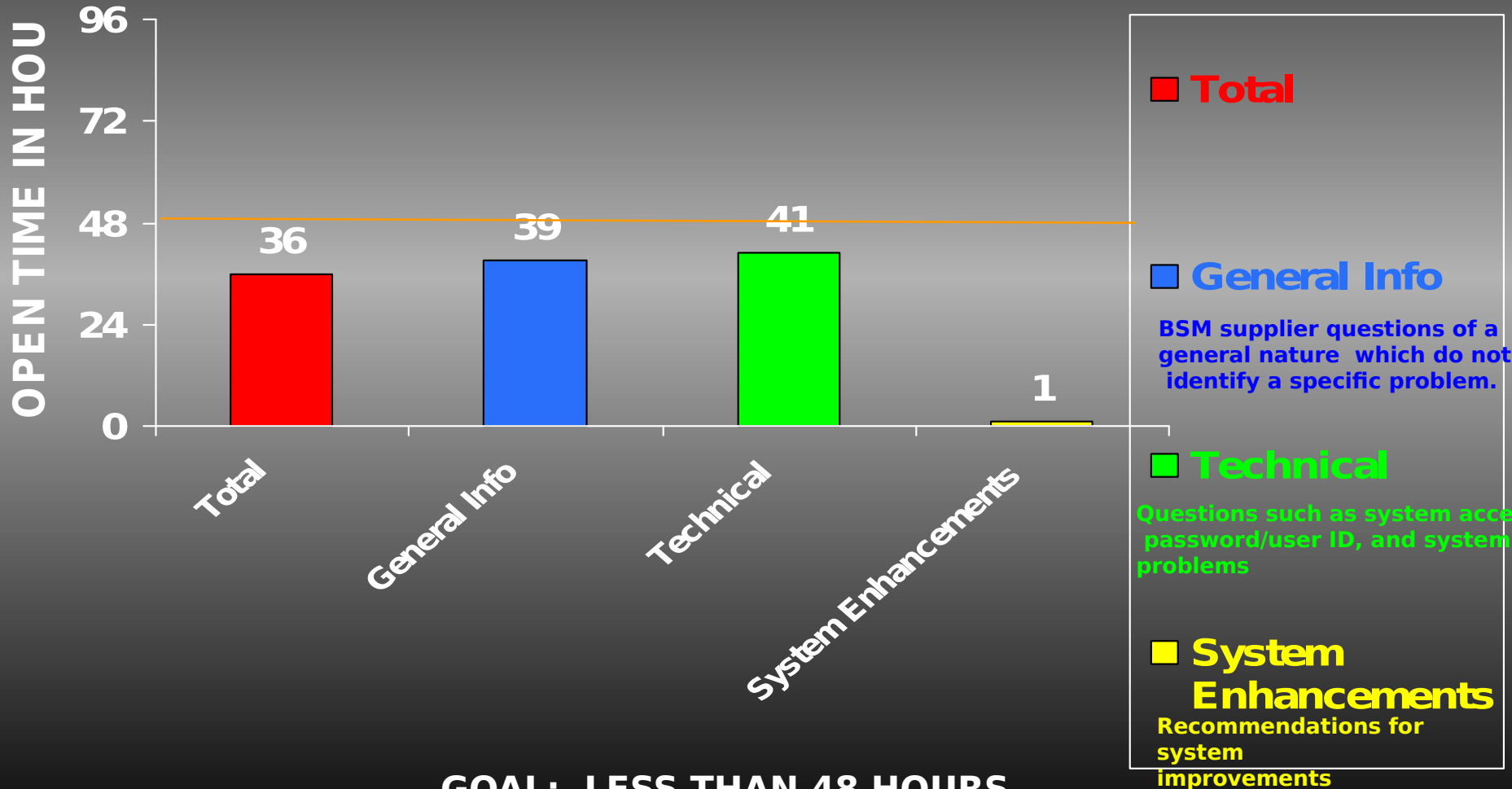
WEEK OF 17-23 JAN 03





SRweb ISSUES

Average Resolution Time
WEEK OF 17-23 JAN 03

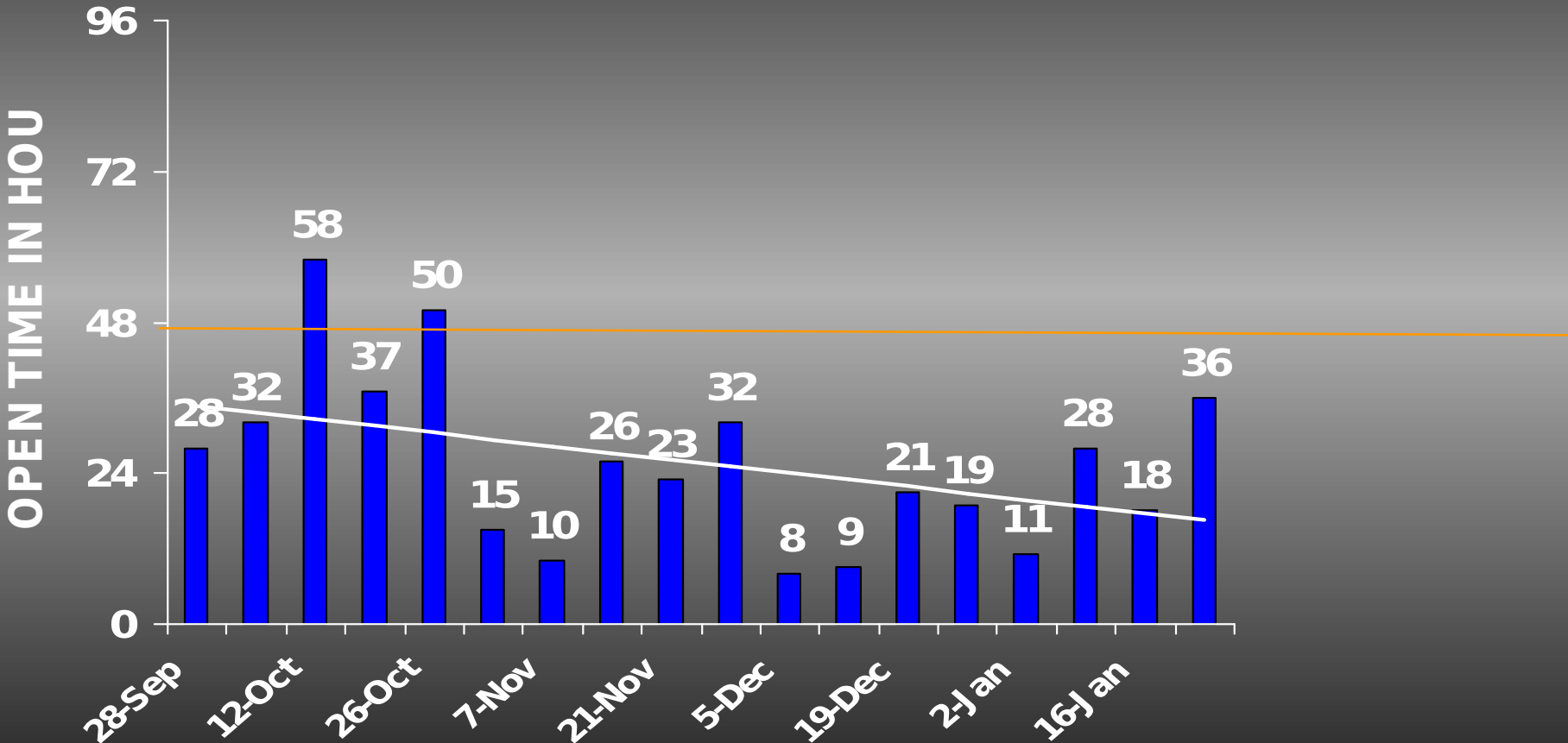


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS